

November 26, 2001

# CIVIC CONNECTION

A Monthly News Service from the Division of Communications for Norfolk Civic Organizations

## NORFOLK KICKS OFF STRATEGIC HOUSING INITIATIVE

This week, the Norfolk City Council kicked off a Strategic Housing Initiative -- a four-pronged plan to encourage and maximize investment in our neighborhoods and to spread the word about the breadth and quality of Norfolk's housing.

This initiative, *Come Home to Norfolk*, is a top priority for the Council, which recently embraced the objective of "housing first" as a central strategy. It is also an initiative that will grow in the coming months and years as we add more partners, seek new ideas and take advantage of emerging markets.

Norfolk's housing is a unique regional resource. Nowhere else can you find the tradition of a long and proud history coupled with a modern and vital culture housed in such a compact and friendly City.

The City has experienced wonderful success in restoring and enhancing many of its neighborhoods. This success is reflected in the growing number of new residents making Norfolk their home.

It is very important that the City do everything it can to fuel this momentum. We are committed to seeking out new partnerships with residents, bankers, brokers, builders, real estate professionals, business leaders and others to create excellence in our City's housing and an improved quality of life for all the residents of Norfolk. If you would like an information pamphlet on the Strategic Housing Initiative, call 664-4266.

## NORFOLK POLICE MUSEUM HOLDS DEDICATION

The Norfolk Police Museum, located in the lobby of the Police Administration Building, 100 Brooke Avenue, will hold a dedication ceremony in honor of the Museum's re-opening on Wednesday, December 5 at 10:00 a.m. The Museum, established at Police Headquarters in 1928, closed its doors in the early 1950s, when space was needed by the growing Police Department.

Highlights of the museum include:

- Extensive collection of badges, used throughout the history of the department
- Period firearms from the early 19<sup>th</sup> Century to the present

- Standard and specialized uniforms
- Exhibits honoring Norfolk officers killed in the line of duty

After December 5, the museum will be open by appointment. For information call 423-6592.

## **HOLIDAY HOURS**

### **Libraries Holiday Hours**

December 22	Open until 1:00 p.m.
December 23	All locations closed; no bookmobile service
December 24	All locations closed; no bookmobile service
December 25	All locations closed; no bookmobile service
December 30	All locations closed
December 31	All locations open until 5:30 p.m. No bookmobile service
January 1	All locations closed. No bookmobile service

### **Recreation Holiday Hours**

*(Hours may vary slightly, double check with individual recreation center)*

#### ***Recreation Centers***

December 24	Open from 9:00am - 1:00pm
December 25	All locations closed
December 26	Open from 9:00am - 6:00pm
December 27	Open from 9:00am - 6:00pm
December 28	Open from 9:00am - 6:00pm
December 29 - 30	All locations closed ( Saturday & Sunday)
December 31	Open from 9:00am - 6:00pm
January 1, 2002	All locations closed

***Daycare - Captain's Quarters Only*** - PARTICIPANTS MUST REGISTER AND SUBMIT  
REQUIRED INFORMATION FEE-BASED PROGRAM: \$40.00

December 24	Open from 6:30am - 6:00pm
December 25	Closed
December 26, 27, 28	Open from 6:30am - 6:00pm
December 31	Open from 6:30am - 6:00pm

### ***City Hall Hours***

December 24	Open until Noon ?????
-------------	-----------------------

December 25	Closed
December 31	Open until 5:30 p.m.
January 1, 2002	Closed

## ***WASTE MANAGEMENT HOLIDAY COLLECTION SCHEDULE***

Refuse collection for Tuesday, December 25, 2001 has been rescheduled for Monday, December 24, 2001. Refuse collection for Tuesday, January 1, 2002 has been rescheduled for Monday, December 31, 2001. Special collection requests must be received by 3:00 p.m. the Friday before each rescheduled Monday collection. Call 441-5813 to schedule or use our website at: [www.norfolk.va.us/publicworks/bulkywaste.htm](http://www.norfolk.va.us/publicworks/bulkywaste.htm).

## **SECURITY UPDATE**

### ***MAYOR PAUL FRAIM COMMENTS AT THE CITIZEN SECURITY FORUM***

As you all know, the events on September 11 have changed our nation forever. We are living in a time of profound uncertainty and it's expected that the nation's citizens will have more questions than answers. Because of our strong naval presence, our community is particularly watchful of the war effort overseas. While we wish our military speed, success and safety in their deployments, the rest of us are left to ponder our own safety and well-being.

The cases of anthrax found in mailed items in Florida, Washington DC and New York have further disrupted our already tense nation. For some, a trip to the mailbox may seem like an almost life-threatening activity. And while not terrorism-related, news of yet another airplane tragedy in New York makes us even more anxious.

The City staff knows residents have these concerns and that is why we planned this forum. We want to give our citizens not only the opportunity to express their concerns about safety in the city's government buildings and its operations, but we also want you to hear directly from us what actions have been undertaken and how you'll be impacted. On behalf of the entire City Council, I want to convey our ongoing concern for security and our commitment to preparation and prevention to the best of our abilities.

An act of terrorism is different than a traditional war because we must balance increased awareness and enhanced safety measures with leading an "American life" – one that allows for the freedom to move and go about the daily act of living.

Our plans are only as good as the people and organization for which the plans are written. Fortunately, the City has good, dedicated employees and residents working together to create a safer environment for us all. So that may mean you'll experience more delays.

Or stand in longer lines. Or have to use more patience than before. But know that our commitment to providing Norfolk residents with the services you require remains our top priority.

### *POLICE UPDATE*

Public Safety is one of Norfolk's highest priorities. Over the years we have focused considerable attention on developing one of America's best police forces. Our Police Department is staffed, trained and equipped to address the impact of a variety of threats and risks that could affect our citizens.

Specifically, the NPD has an emergency response plan that is under constant review and refinement. This plan sets out the strategy, tactics, training, etc. for crises and emergency events. The NPD periodically conducts practice exercises to ensure that the plan is effective and contemporary. Since the events of September 11, the NPD has conducted refresher training for its members and added additional safety equipment. Department members also serve on federal, state and regional task forces that share intelligence, and means and methods for addressing threats to our community.

While we've had a number of suspicious circumstances representing potential threats to the safety of our community since September 11, none have proven to be true threats. Nevertheless, our public safety departments have taken all these circumstances very seriously and have responded appropriately.

### *FIRE AND PARAMEDICAL SERVICES UPDATE*

Norfolk Fire & Paramedical Services is responsible for keeping our citizens and visitors safe and secure while living, working or visiting our City. The disastrous events of September 11 have only served to reinforce the need for continued diligence on the part of this Department. We have increased our internal and external security profile in three separate and distinct ways. With this renewed emphasis on security, we believe that we will be able to continue to provide "world class" fire, rescue, environmental protection and emergency medical care. The tenets of our heightened security program are:

First, we have increased security at all physical plants and on all vehicles that this Department operates to deliver services. This increased security will help us protect our resources from terrorist acts so that we will be able to provide uninterrupted services to our customers. The Federal Emergency Management Agency (FEMA) and the Federal Bureau of Investigation (FBI) have directed us to take these additional security actions.

Next, the Department of Fire & Paramedical Services has developed a model biological hazards response policy. This policy is a "measured response" policy that allows the Department to respond with the correct level of emergency resources, based on risk



assessment, so as to maintain an expectable level of available fire trucks and ambulances to cover our nearly 150 daily emergency calls for assistance. In fact, our procedure has been listed as a "best practice" policy and adopted by many fire - rescue agencies. Included in the group that have used part or all of this policy includes Henrico County, Virginia; York County, Virginia; and Honolulu, Hawaii.

Finally, the Department has continued to conduct training and preparation steps to respond to acts of terrorism/weapons of mass destruction in our homeland. We have completed many National Fire Academy anti-terrorism courses at the operations and command levels that place us in a strong position to respond to these most challenging and difficult alarms. Daily training has taken place that includes the Norfolk Police, Norfolk Communications Center and the Department of Fire and Paramedical Services to ensure that we are ready to serve during these very trying times. Fire Chief Dennis Rubin and other key staff members of the Department meet weekly to insure that all issues are addressed and that the Norfolk Department of Fire and Paramedical Services are on the cutting edge of information and improvements to ensure a safe and prosperous community.

## **HELP OFFERED TO APPLY FOR EARNED INCOME TAX CREDIT**

The Department of Human Services, members of the Norfolk State University Student Chapter of the National Association of Black Accountants, and the Volunteer Income Tax Assistance Program have partnered to launch the 2002 Earned Income Tax Credit Campaign (EITC) in the city of Norfolk.

The group will provide free assistance with the filing of tax forms and applying for the EITC benefits. The 2002 schedule for citizens' tax assistance through this program will be available in January.

The EITC is now worth more than ever. Citizens of Norfolk may qualify to receive up to \$4,008 through this annual community service project. The EITC reduces taxes, supplements wages, and can help to meet job-related needs such as childcare and transportation.

- Workers who earned less than \$28,281 in 2001 and were raising one child in their homes may be eligible for an EIC of up to \$2,428.
- Workers with two or more children and an income of less than \$32,121 may be eligible for a credit of up to \$4,008.
- Workers with income less than \$10,710 in 2001 and were not raising children in their homes may be eligible for an EITC of up to \$364.00.
- Foster parents raising foster children and grandparents raising grandchildren in their homes may qualify to receive this benefit.

For more information about EITC and where you can apply, call 1-800-829-1040.

## A NEW WAY TO RECEIVE FOOD STAMPS

Electronic Benefits Transfer (EBT) will be here April 1, 2002. EBT will be the new way food stamp recipients receive their benefits. Effective April 1, food stamp recipients will no longer need to go to a particular location to pick up coupons. Each head of household food stamp recipient will receive the Virginia Cardinal Card. This card will be similar to a debit card. With the Virginia Cardinal card, the amount of purchase is deducted from the monthly food stamp allotment. This card will take the place of coupons. The card is used to purchase the same items now purchased with the coupons.



The following are some of the benefits with EBT:

- Reduction in fraud and stolen benefits  
The card cannot be used by anyone else unless that person has the personal identification number (PIN) of the recipient.
- Convenience  
Food stamp recipients will no longer have to go to a particular location on a particular day to pick up coupons.
- Availability  
The benefits will be available on the first day of each month by Noon.  
Each food stamp household will receive information about the Virginia Cardinal Card and information on training sessions that will be held on how to use the Virginia Cardinal Card. **Training is mandatory to activate the Virginia Cardinal Card.**  
Speakers are available to attend civic league meetings. Please contact Donna Nicely at 664-3339 or Evelyn Perry at 664-7413 for additional information.

## HIGH SPEED RAIL STUDY UPDATE

The Virginia Department of Rail and Public Transportation (VDRPT) recently initiated a new study of the feasibility of developing a high-speed (110 MPH+) passenger rail system between I-95 (Richmond) to South Hampton Roads following approximately the Rt. 460 corridor to Bowers Hill. The link would then be extended from Bowers Hill to the point of termination at Harbor Park in Norfolk. The current schedule calls for completion of the study by Spring 2002. This presumes extension of the rail from Washington D.C. to Richmond.

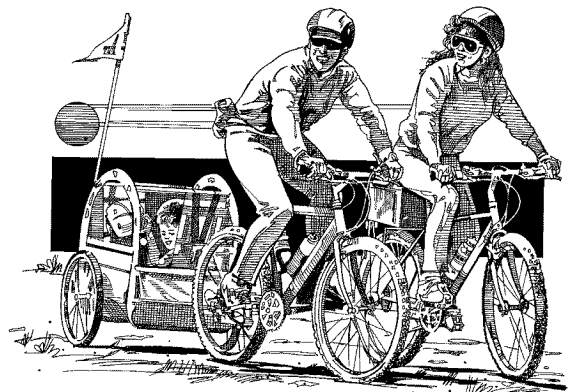
- It was suggested that a special consultant be assigned to lobby for this alignment in lieu of other possible routes.

- Strategies be developed to ensure that the Norfolk route be the most attractive alignment for the State.
- It was felt this should be a top City Priority.

## **BICYCLE HELMET ORDINANCE ADOPTED**

In November, Norfolk City Council adopted an ordinance requiring bicycle riders fourteen years of age or younger to wear helmets. The ordinance states:

- (a) Every person fourteen (14) years of age or younger shall be required to wear a protective helmet, which meets the standards promulgated by the American National Standards Institute of the Snell Memorial Foundation, whenever riding or being carried on a bicycle on any highway, street, sidewalk or bicycle path.



- (b) The parents or guardians of any person who violates this section shall be jointly and severally liable. Violation of this section is punishable by a fine of twenty-five dollars (\$25.00), provided that such fine shall be suspended for any person's first violation, if the person provides proof of ownership of, or having acquired, subsequent to the violation but prior to the deadline for payment of the civil penalty, a helmet of the type required by this section.

## **SEND YOUR OLD PANTYHOSE TO THE ZOO**

It's that time of year again - the zoo horticulture dept is in need of pantyhose (we tie up plants with it). Recycle your old pantyhose by sending it to: Mark Schneider, Horticulture Department, Virginia Zoo, 3500 Granby Street, Norfolk VA 23504. Thanks in advance for your support!

## **SOUTHEASTERN PUBLIC SERVICE AUTHORITY**

The City of Norfolk is one of eight localities in the region that contract with the Southeastern Public Service Authority (SPSA) for the disposal of solid waste. In adopting the Fiscal 02 Budget, SPSA was able to substantially reduce the expected increase in disposal (tipping fees) charged to localities for waste disposal because it was able to reach

agreement with private trash haulers to have them dispose of the regional waste collected by them at SPSA facilities as well.

## **NORFOLK FEATURED IN WASHINGTON POST**

With the start of service by Southwest Airlines the October 7 issue of the *Washington Post* profiled “the Beach, the City and Parks” (Virginia Beach, Norfolk, and Colonial Williamsburg). Norfolk’s section included brief references to Ghent, the Chrysler Museum, the Ghent Market & Antique Center, the Virginia Wine Festival, the USS Wisconsin and Nauticus.

## **PETULA CLARK CONCERT, FILMED IN NORFOLK, TO AIR NATIONWIDE**

The Hampton Roads region and the Virginia Arts Festival will get national attention with the television premiere of *Petula Clark in Concert: A Sign of the Times*.

In addition to coverage of the concert by national press outlets, PBS stations will begin airing the program nationwide in December. Hampton Roads attractions featured in the special include the USS Wisconsin, the Chrysler Museum of Art, Williamsburg’s Historic Houses, and Virginia Beach’s First Landing State Park.

The music special, taped at Norfolk’s Chrysler Hall as part of the 2001 Virginia Arts Festival, is scheduled to premiere on WHRO TV 15 on November 28, with a national premiere following December 1.

In the concert taped in Hampton Roads last spring, Petula Clark gave a dazzling performance when she appeared as part of the internationally acclaimed Virginia Arts Festival. Friends Lou Rawls and Richard Carpenter, along with local singers and musicians, joined her.

Clark spent a week in Hampton Roads as camera crews gathered local film footage to edit into the program. She appeared in Norfolk on the USS Wisconsin and at the Chrysler Museum of Art, at Williamsburg’s Historic Houses, in Virginia Beach’s First Landing State Park and many other locations, which are featured prominently throughout the special.

The world premiere will air first on WHRO TV, Wednesday, November 28 at 8 p.m. and Saturday, December 1 at 8:30 p.m. National PBS broadcasts begin December 1 in Detroit, Chicago, Philadelphia, DC, New York, Dallas, Hawaii, Los Angeles and many other markets throughout the U.S.

National press coverage of the concert includes TV Guide’s “Insider,” Associated Press, New York Daily News, Westwood One (NBC and CBS Radio Networks), Newark Star-Ledger and more. National shows like “Rosie O’Donnell,” “The View” and The TV Guide Channel are pending confirmation.

*Petula Clark In Concert: A Sign Of The Times* was produced by Young Productions, Inc. and WHRO TV in Norfolk, Va., in association with the Virginia Arts Festival. JoAnn Young and Mary Pruess, Executive Producers. Directed by Dennis Glore. Edited by Laura Young.



## **TOUR OPERATORS OPTIMISTIC ABOUT TRAVEL**

The Norfolk Convention and Visitors Bureau attended the National Tour Association Annual Convention (NTA) in Houston and found that tour operators are very positive and upbeat regarding the pace of bookings for 2002 business. The operators are optimistic travel will increase in the spring after the slump experienced post the Sept. 11th tragedy. However, there is major concern regarding student travel programs because many school boards have voted to freeze all student travel (fear of further terrorist incidents cited as the reason). The drop off of tours to New York City and Washington DC is having an impact on all areas of tour and travel.

## **REDUCED RATE PARKING IN DOWNTOWN NORFOLK**

The City garages at MacArthur Center will offer Holiday Shopping Rates for the holiday season. Parking will cost \$1 on entry for Fridays, Saturdays, and Sundays from November 24-December 24.

## **COMMISSIONER OF REVENUE AND DEVELOPMENT DEPARTMENT WORK TOGETHER**

During a recent City Council meeting, members of the Council discussed the importance of partnerships and sharing of information about new businesses locating in the City and asked the two agencies meet with the Council's Economic and Community Business Development Committee to share their thoughts on the matter. The two agencies have already begun to share information and it is hoped that the relationship will expand as each grow to understand each other's needs more fully.

Specifically, Development and the Council is interested in seeing the growth in the Neighborhood Commercial Corridors. Reports from the Commissioner of Revenue specifically geared to these areas would enable Council members to learn of new businesses, welcome them to the community and monitor the City's investment in these commercial corridors. Development will provide the Commissioner with the seven corridor areas and quarterly reports will be developed.

## **NEW DRIVEWAY ENHANCEMENT PROGRAM GETS UNDERWAY**

As part of the City's Annual Street Resurfacing Program administered by the Streets & Bridges Division, residential and commercial driveways will be inspected prior to the street resurfacing work under a new Driveway Enhancement Program.

The purpose of the program is to encourage property owners to improve their driveways and driveway entrances by bringing them up to current City standards, to correct safety hazards, remove drainage obstructions and enhance the aesthetics of the neighborhood.



Inspectors from the Division of Transportation's Right of Way Permit Office, will be conducting regular inspections throughout various neighborhoods where resurfacing work is planned. Driveway entrances will be inspected to ensure that there is no adverse impact to the resurfacing work such as drainage obstructions, steel plates or broken or damaged concrete. Driveways and driveway entrances will also be inspected for compliance with City standards and for pedestrian or vehicle hazards.

Residents and businesses are reminded that City Code requires that driveways be constructed and maintained according to standards prescribed by the Director of Public Works.

Owners of non-complying driveways will be notified by means of a hand delivered notice which will left at the property address. The notice will indicate what problem was found and the corrective action that needs to be taken.

Problems such as drainage obstructions and safety hazards must be corrected as soon as possible. Other issues concerning aesthetic and compliance with City standards will depend on when a particular driveway was constructed (driveways constructed before 1990 are "grand-fathered") and neighborhood preferences.

For more information contact the Right of Way Permit Office at 664-7306.

## **WATERSIDE UPDATE**

During the second quarter, the average sales of the 13 tenants of the food court were down 4 percent compared to the same time period in 2000. The overall average retail sales were down 2 percent.

Restaurants and Clubs make up a majority of the leasable area of Waterside. Overall, the average sales are up 6 percent over last year (mid-year comparison). In comparing July-August 2000 to July-August 2001, overall the average sales are up 4 percent.

Since the terrorist activity of September 11 in Washington DC and New York City, sales have decreased slightly.

## **CITY UPDATES**

---

### **ANIMAL CONTROL**

**Donation.** A \$7,000 donation from the estate of Mrs. Dorrie E. Jensen was presented to the Norfolk Police Department's Animal Protection Unit. The funds will be used for shelter improvements.

### **CHRYSLER MUSEUM OF ART**

**Whet Your Appetite for the Holidays!** Festive celebrations of the past come alive as you study furnishings and table trimmings of 18<sup>th</sup> - and 19<sup>th</sup>-century households. Your docent,

Susan O'Neal, will even share some traditional recipes you can try at home. The Seniors Art Forum is an art tour and discussion group for senior citizens, which meets on the first Saturday morning of every month. Light refreshments will be served. Sponsored by the Education Department. Individuals: No reservation needed. Groups: Please call 333-6283 to make a reservation.

## **CITY COUNCIL**

**The Homelessness Advisory Committee** held it's first meeting on October 24. Council member Daun Hester made opening remarks to the committee as well as community guests. Barbara Murphy was elected Chairperson. The committee will meet the 4<sup>th</sup> Wednesday of each month at 4:00 p.m. The Committee will gather information on the scope of services and identify the needs for homeless individuals in the City.

## **CITY EMPLOYEES**

**United Way Campaign.** According to City of Norfolk United Way Campaign Chairman Police Chief Melvin C. High, pledges and donations for the City government employees reached \$263,075. The employee campaign increased contributions by 22.3 percent as compared to last year. "Given the economic outlook, the tragic events of the recent past, and the doubts about the future, I believe the amount of giving reflects the caring spirit and generous heart of each wonderful employee that ultimately makes the City of Norfolk a great place to live, work, and play," said High.

## **CIVIC FACILITIES**

Chrysler Hall will host the comedic relief of Bill Cosby December 1, the gracefulness of "The Nutcracker Ballet" December 13<sup>th</sup> 16, and the holiday sounds of the Trans Siberian Orchestra December 20.

The Norfolk Admirals are continuing with another successful season and will be home through the majority of the holiday season.

Norfolk Scope will be home to the Annual Santapalooza this year on December 15. The concert will feature the Bare Naked Ladies along with other various artists.

For more information on upcoming events, please call 664-6464.



**The Chrysler Museum of Art.** The Chrysler Museum of Art has stayed busy this past year, reinforcing its stellar reputation with a series of captivating exhibits and a refreshing facelift for many of its galleries. Kudos goes to the dedicated curators, as well as to the enthusiastic and professional behind-the-scenes staff who labor to make things shine: from the sky-lit

Ricau gallery and the Contemporary collection to the recently redesigned and polished 19th-century exhibits.

And exhibition designer Jim Armbruster has exceeded his usual level of inventiveness and inspiration with the gallery design for Weegee's Story, a feat that necessitated begging and/or borrowing some unusual vintage props from a host of offbeat sources.

## CONVENTION & VISITOR CENTER

The Norfolk Convention and Visitors Bureau has received a \$25,000 Emergency Recovery grant from the Virginia Tourism Corporation. The grant will be used to launch a *Rediscover your Freedom in the New Norfolk* direct mail and package program. Partners for the program are Nauticus, VA Arts Festival, the Zoo, MacArthur Center, The Norfolk Airport Authority, Southwest Airlines, DIA, American Express, the Hotel Motel Association and Ciniva.

### *Publicity*

- The ABC wake-up show “Good Morning America” was broadcast live from the deck of the USS Enterprise and Naval Station Norfolk recently. The entire two-hour broadcast was devoted to the return of the Enterprise Battle Group to Norfolk, with live weather remotes from the naval air station in Norfolk, with literally hundreds of references to the city as home to the battle group and its crew.
- Norfolk was also featured as a city to visit to reaffirm your patriotism with two front-page Travel Section stories in the Sunday *Philadelphia Inquirer*, one on the rebirth and feeling of the city and the Wisconsin and Nauticus. The stories and photos on Norfolk and its attractions covered almost three full pages of space. The estimated cost to buy the four-color, front page space alone (which isn't for sale at any price) would be \$50,000, not to mention the two additional interior pages.
- The November issue of *Meetings South* featured a round-up story on meetings facilities in Hampton Roads cities, including Norfolk. The issue also featured an illustrated humor column, *Planner on the Go* by “Rhoda Lestraveled” on safe the columnist felt on viewing Norfolk's naval base and commented on how much fun was to be had in the clean and restored city of Norfolk.
- An article on Norfolk appeared last week in the “Dreamscapes” section of the National Post in Canada. The nationally distributed newspaper has a circulation of 130,000 in select markets in a number of Canadian cities, including Toronto.

- Norfolk played a prominent part in an article published last week in Group Tour Leader on African-American sites across Virginia. Nauticus, the new Africa exhibit at the Virginia Zoo, and the Civil War Trails marker honoring African-American soldiers who fought to preserve the Union were featured in the trade publication for the group tour market.

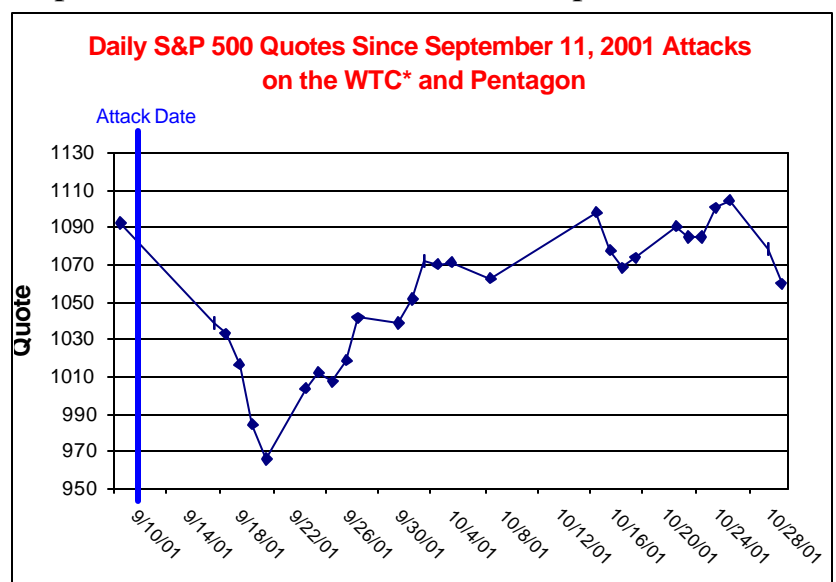
### *Upcoming Conventions*

- Society of Government Meeting Planners Update (SGMP). The Board and Chapter Presidents of the Society of Government Meeting Professionals held their yearly meeting in Norfolk, November 1-4. This meeting is held at the destination that will be hosting the SGMP Annual Education Convention the following year. We are pleased to relate that all returned home singing the praises of Norfolk for May 2002.
- In December 2001, Norfolk will welcome the **Virginia Association of Convention & Visitors Bureaus** during their annual winter meeting. The VACB is a membership organization representing destinations throughout Virginia. The mission of the Virginia Association of Convention and Visitors Bureaus is to promote the member's destinations—and Virginia as a whole—and to provide professional development opportunities for the members.
- **Hampton Roads Chapter of Virginia Registry.** The Hampton Roads chapter of the Virginia Registry of Interpreters for the Deaf will be hosting their statewide convention in Norfolk on May 16-19, 2002.
- **The Reunion Network Conference.** The NCVB attended The Reunion Network conference in Traverse City, Michigan. Over the three-day conference, the CVB met with 12 military reunion planners from across the country and participated in planner classes, training and forums focusing on current military reunion trends. We were able to generate curiosity about the 2002 Stars & Stripes Military Reunion Familiarization Tour in April. We can expect a number of the TRN reunion planners to visit Norfolk in the near future!

### *Selling Norfolk*

The NCVB recently attended two trade shows, Travel, Events, Management in Sports (TEAMS) and National Coalition of Black Meeting Planners (NCBMP).

**TEAMS** is a sports marketing conference governed by United States



Olympic Congress (USOC). It is the country's fastest growing sports conference/trade show. It attracts over 500 sports commissions, CVB's, event planners, and sports travel writers annually. The conference is hi-lighted with industry leading seminars and workshops. The NCVB "co-op'd" with the Virginia Beach CVB at this year's conference.

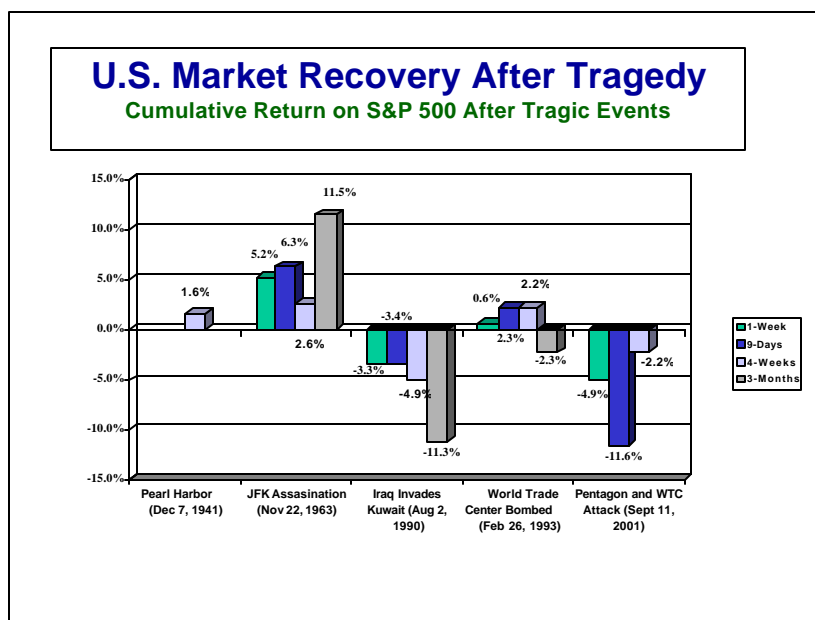
**NCBMP** is the leading trade show in the black meeting planners' arena. It is a bi-annual conference for meeting planners, associations, suppliers, CVB's and students in the hospitality industry targeting African-American tourism. NCBMP host a spring and fall trade show annually. The conference consists of educational workshops and a trade show. At this year's fall conference, the NCVB and Norfolk Waterside Marriott partnered together and attended. The NCVB has submitted a bid for the Spring Conference in either 2004 or 2005.

## ECONOMY

**Economy.** The City has been tracking the market on a daily basis, as well as comparing the market's response to previous national events (see the adjacent graphs).

**Economic Stimulus Package Recommendation.** National League of Cities (NLC) President Dennis Archer sent a list of recommendations in response to a request from staff in Senator Majority Leader Tom Daschle's office. NLC created the list from their existing municipal policies and recent recommendations from their seven steering committees. Included are:

- Expedited investment in water infrastructure to generate jobs and pursue essential system upgrades;
- Federal support to ensure the fiscal health of municipal airports and convention facilities;
- Direct assistant for displaced and unemployed workers; and
- Aid to small businesses at risk of economic failure as a direct result of the attacks.



## ENVIRONMENTAL STORM WATER

**Flood of Awards for Storm Water Education.** Norfolk's proactive approach to improving water quality is gaining attention and applause from many across the state. The Division of Environmental Storm Water Management's educational program, *Business Partners for Clean Water*, is an award winner four times over.

The program most recently received recognition from Virginia's Department of Natural Resources by receiving an Honorable Mention during the Third Annual Watershed Awards.

Thirty-nine local businesses participate in the program that sponsors workshops and technical assistance to partners to minimize pollution from storm water runoff. These include: swimming pool management, landscaping pollution from storm water runoff associated with operations, restaurants, car washes and other small businesses.

By extending principals of storm water management beyond regional storm water facilities to individual businesses, the program has significantly reduced pollution and engaged the business community of Norfolk as partners in protection of the Chesapeake Bay."

Through Business Partners for Clean Water, staff from storm water work with local businesses and encourage them to prevent water pollution commonly associated with their industry. The businesses participate voluntarily and learn ways to reduce the products they use and the waste they generate that can harm water quality. Storm water staffers take a partnership approach toward working with the companies to solve pollution problems. The Division started the program about two years ago.

Any business interested in becoming a *Business Partner for Clean Water* should contact Melanie Pesola at 823-4007.

**Lot Cleaning: It's A Dirty Job.** Cleaning up someone else's mess is never any fun, but it's worthwhile when you know you're protecting Norfolk's citizens and environment. That's the lot cleaning crew's job in Environmental Storm Water Management. During fiscal year 2001, the lot cleaning crew cleaned 188 lots throughout the City of Norfolk. These lots often become littered from illegal dumping.



The crew works in conjunction with many agencies throughout the city. Norfolk's Health Department, Court System, and Waste Management Division contact Environmental Storm Water Management when property has been condemned and requires cleanup. Once property is identified, the lot cleaning crew responds to clean and dispose of debris. Whenever private property is cited and cleaned by the cleaning crew, the property owner is charged for the man-hours used to clean his or her property and all disposal costs.

Cleaning vacant lots is sometimes a dangerous job. Workers are careful when exposed to needles, broken glass, snakes, rodents and other potential health hazards.

The Division of Environmental Storm Water Management ensures that leaks and materials from these dump sites do not flow to the storm water drainage system, which ultimately reaches natural waterways. The crew safely makes Norfolk a cleaner, healthier place to live.

**Litter Adds To Street Flooding.** Street flooding is a very real concern in the City of Norfolk. Many factors, both natural and manmade, cause street flooding. Our developed, coastal city's low elevation and flat terrain make natural drainage challenging.

The Division of Environmental Storm Water Management receives an average of 44.64 inches of rain annually, making our climate rainier than the national average. Other conditions contribute to flooding, as well. Litter is the most prevalent and preventable problem.

People throw drink containers, plastic grocery bags and motor oil bottles, to name a few, into the streets or directly into storm drains, instead of using the appropriate trash or recycling containers.

Division workers have found car tires and mattresses stuffed into storm drains that could have been taken to the SPSA transfer station for recycling and proper disposal free of charge. Improperly disposed of items collect and block the flow of water into the storm drain and during a heavy rainfall it can cause flooding of city streets.

The Division of Environmental Storm Water Management is dedicated to reducing flooding by maintaining and enhancing the drainage system. Work crews are on the streets daily using a variety of methods to clear blocked storm drains. If the stoppage is readily visible, crews clean the line using hand tools; but if the stoppage is not visible, a process called rodding is used.

During the rodding process, crews use a series of steel rods and argars to break loose debris in storm lines. Sometimes the debris cannot be cleared by rodding, and a Vactor truck is needed. Equipment Operators, with their Vactor trucks, use water pressure to loosen debris and suction to remove the debris from the lines, then transport it for proper disposal.

While tree roots and dirt can also block storm drains, litter makes it harder to keep the lines clear. Not only does litter cause flooding, litter pollutes our environment and our waterways. When litter flows through storm drains, instead of collecting into a blockage, it reaches natural waterways, polluting beaches and degrading water quality.

Tossing those containers, bottles, and bags into a recycling bin instead of into the street has many environmental benefits. Everyone who recycles and avoids littering is making a significant, positive impact on Norfolk and the Chesapeake Bay.

***Please help us pick up litter in your neighborhood. If you spot a blocked storm drain, contact the Division of Environmental Storm Water Management at 823-4000.***

**Norfolk's street sweeping services are under a new roof.** In late October, the sweeping office moved to 2233 McKann Avenue, Norfolk, VA 23509, consolidating the Division of Environmental Storm Water Management operations into one campus. With the move,



street-sweeping administrators received new telephone numbers. The new numbers are 823-4094 and 823-4095.

Please contact Donald Jarvis or Fred Bowen at these phone numbers with your sweeping questions, comments, or to request a sweeping schedule for your neighborhood. Office hours are 5:00 a.m. to 1:30 p.m., Monday-Friday. The 2002 Guide to Street Sweeping brochure containing the 2002 sweeping schedule will be available for distribution in late December.

Norfolk's street sweepers remove 12 million pounds of litter and debris from city streets each year. This service, funded by storm water fees, reduces the amount of litter entering the storm water drainage system, thereby reducing flooding and water pollution.

## **FACILITY AND ENTERPRISE MANAGEMENT**

### ***CITY PROJECTS UPDATE***

**Accessibility.** Plans are being prepared to build a restroom addition to Ingleside Recreation Center. Disabled customers find the existing restrooms difficult to use due to their small size. Facility Maintenance, working with the Recreation Bureau and Public Works developed a concept for this addition and obtained funding. We expect to complete the addition in FY 2002.

**Botanical Garden** - The Garden has asked for assistance with a study of their HVAC for the cafeteria and an engineering study of the bridge near the rose garden. We have offered assistance but await their prioritization of funding for the study.

**Chrysler Museum** is having humidity problems that affect the art collection and visitors. Facility Maintenance is providing technical expertise to help execute a repair project to correct this condition. Facility Maintenance, working with Chrysler Museum and Public Works staff expects to complete this \$200,000 repair project this fiscal year.

**Commonwealth's Attorney Office** - plans are complete for some improvements and better utilization of office space. The Commonwealth Attorney is funding the improvements.

**Elevators** - Our consultant is evaluating some 15 elevators in parking facilities with the idea of making physical improvements and creating improved maintenance programs for the elevators.

**Kirn Library** – Office modification is complete. The cooling tower is now complete. We are evaluating the bids for the chiller replacement.

**Pagoda HVAC** – The City has a request from the community to make improvements to the Pagoda so as to provide heating and air conditioning. We are exploring the alternatives for future funding considerations.

**Second Patrol ADA improvements** - We have completed the design effort and our small project contractor is pricing so that we can move forward with the improvements.

There are many **roof projects** that are moving forward from recent surveys done by our roofing specialist. All appear to be working appropriately. They include but are not limited to Norfolk Senior Center, Taylor-Whittle House, Lake House Girls home, Kempsville Place, Cecelia Street, Pretlow library. Many others are just coming out of the reports and work has not as yet been scheduled.

**Parking Meters.** The Division of Parking notes that many cities are returning to an increased use of parking meters and that these meters are a proven way to create turnover in parking spaces and open up parking for customers of downtown businesses who have short duration parking requirements. It is proposed that 180 new meters be installed in the downtown area during the FY-02 budget year. One-hour free parking will become two-hour metered parking.

**Rowing Center.** Progress continues on the \$600,000 rowing center at Lakewood Park. Both 5,000 square foot buildings are now closed in. An added bonus from this project is that Lakewood Dance Building will be connected to the new sewer system. Facility Maintenance staff arranged this so that the old septic tank system could be abandoned, a big environmental accomplishment.

## ***CEMETERIES***

Plans to renew the landscaping of the **Mary Hardy MacArthur home** site in Berkley have been developed by Stephen Zurek, Landscape Coordinator, from Parks and Forestry. This site was dedicated 50 years ago this year and is in need of new plantings. Parks and Forestry will provide the materials and the cemeteries will perform the labor to beautify this area.

The maintenance staff worked diligently in preparation for the Hebrew holidays, *Rosh Hashanah* and *Yom Kippur*. Tim Flythe adds the finishing touches in Hebrew Cemetery by applying mulch and trimming the bushes.

## **FINANCE**

**City receives AA and AI Bond Ratings for Water Revenue Bonds.** The City had a strong response to its first competitive sale of water revenue bonds, receiving eight bids for \$35 million in bonds. The winning bid for the bonds was received from Salomon Smith Barney

with a true interest cost of 4.87 percent on the 30-year issue. The spread between the highest and lowest bidders was 0.07 percent. The water revenue bonds will provide financing for capital project costs associated with the City's water system and retire the City's Water Revenue Bond Anticipation Notes, Series 2001B. These bonds will be repaid solely by revenue generated by the water system.

In anticipation of the sale, the City the following ratings:

1. **Fitch Rating Agency** has advised the City of a pending initial rating of AA for the City's Water Revenue Bond Program. The strong rating by Fitch reflects the following strengths:

- Sound financial operations and debt service coverage
- Moderate capital needs
- Broad service area when wholesale customers are taken into account.

A significant factor included in the upgrade was completion of the Lake Gaston raw water resource project that has resulted in substantial excess water and treatment capacity. Also, existing wholesale contracts with Virginia Beach and the United States Navy reflect positively on the current system. In addition, there are some opportunities to supply water to other growing areas in the region such as Chesapeake, which already purchases both raw and treated water from the system. The City's main wholesale customer, Virginia Beach, has received rating increases in both the general obligation bond and revenue bond categories, which reflects positively on Norfolk's Water Utility Program.

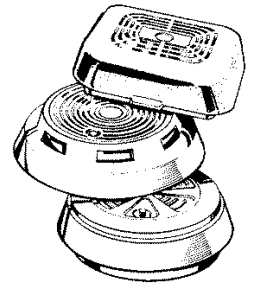
2. **Moody's Investors Service** has assigned an A1 rating to the City of Norfolk's \$35 million Water Revenue and Refunding Bonds, Series 2001. The rating, which carries a stable outlook, reflects the following considerations of the Norfolk Water Utility:

- A regional water provider in the Hampton Roads service area
- Wholesale relationship with Virginia Beach, Chesapeake, and the United States Navy
- Narrowing financial margins somewhat mitigated by the City's willingness to consider rate increases and a commitment to cost containment measures
- Rapidly escalating but manageable debt burden

A significant factor included in the A1 rating was completion of the Lake Gaston raw water resource project that has resulted in substantial excess water and treatment capacity. Also, existing wholesale contracts with Virginia Beach and the United States Navy reflect positively on the current system. In addition, there are some opportunities to supply water to other growing areas in the region such as Chesapeake, which already purchases both raw and treated water from the system. The City's main wholesale customer, Virginia Beach, has received rating increases in both the general obligation bond and revenue bond categories, which reflects positively on Norfolk's Water Utility Program.

## FIRE AND PARAMEDICAL SERVICES

**Smoke Detector Installations.** The Department of Fire & Paramedical Services, with assistance from the Hampton Roads Realtors Association, installed 180 free smoke detectors and replaced 120 batteries in six selected areas of the City on Saturday, November 3. The Realtors Association donated all the Smoke Detectors. Because residents expressed great satisfaction with this program the Department will continue this free service to all residents of Norfolk. All engines have been provided a smoke detector installation kit for future Installations.



**2001 Virginia State EMS Symposium** over 1,800 people from along the east coast attended the Symposium co-hosted by the Norfolk Fire and Paramedical Department at the Marriott Hotel, November 8th - 12th, The Department hosted a display booth highlighting some of the innovative ideas currently used in the Emergency Medical Services field, The Department was recognized as one of the top three Departments in the State, The Norfolk Convention and Visitors Bureau estimates income generated by the Symposium was \$763,380 this year, We look forward to hosting an even larger conference next year.

## Geographic Information Systems

**Norfolk's *Neighborhood Mapper*** has been named the **Internet Resource of the Month** by *GeoWorld* magazine. The *Mapper* is a web-enabled GIS application to access community resources at the neighborhood level.



Brett Spivey, lead developer of the application, and Curtis Randolph, Director of Neighborhood and Leisure Services, are mentioned in the article. A copy of the article is attached to this *Brief*. A version of the article can be seen online at <http://www.geoplace.com/gw/2001/0110/0110net.asp>. To view the application visit <http://www.norfolk.gov/moims/neighborhoods/>

## HOUSING

Officials of the Virginia State Office of the U.S. Department of Housing & Urban Development (HUD) met with staff from the Departments of Planning, Budget, Human Services and the Norfolk Redevelopment & Housing Authority on Wednesday, October 17<sup>th</sup> to discuss the Community Development Block Grant (CDBG) and the HOME programs and the City's Fair Housing activities.

William Miles, Acting State Coordinator for the Virginia HUD and Senior Community Builder, led the delegation.

City and NRHA staff discussed the unique needs of central cities such as Norfolk and

suggested ways that HUD could assist us in creating communities that have a diversity of incomes through the expansion of the Neighborhood Revitalization Program. HUD officials also agreed to provide localized training to the City's Community Development Corporations, which are community-based, non-profit organizations that use CDBG and HOME funds to promote home ownership and other services to low and moderate income citizens.

HUD officials were complimentary of the activities in Norfolk and requested a tour of recent City initiatives in the next few months.

## HUMAN SERVICES

**Foster Parent "Take-A-Break" Respite Care Project.** The City has received a grant from the Virginia Department of Social Services in the amount of \$37,000 to continue the Foster Parent "Take-A-Break" Respite Care project during Fiscal Year 2002.

Respite is a support service provided to foster parents to provide a break from everyday child-care responsibilities. Respite affords foster parents the opportunity to re-energize, relax, reflect, and return to fostering with a renewed sense of purpose and commitment. The cost of these services is fully reimbursed by the Virginia Department of Social Services.

**Court Liaison Coordinator Initiative.** The Court Liaison Coordinator is a position that is present daily in Juvenile Court to ensure that youth coming to court from Stanhope Group (FOG) and the Barry Robinson Family Oriented Group Home programs are supervised while in the court building and are in the court room when their case is called. This position also provides transportation for all female youth to and from the FOG Home and court. This position also assists in obtaining juvenile case information that may be needed on a case-by-case basis.



During the month of September, 38 youth received services with a total of 83 service units. A service unit would be transportation to court, transportation to a FOG Home, supervision at court and appearance in court, or coordination of transportation with Stanhope Group Home. This position is provided through a contract with The Barry Robinson Center. Funding for this position is through the Virginia Juvenile Community Crime Control Act (VJCCCA).

**Norfolk Assessment Center Initiative.** The Norfolk Assessment Center is a program of the Department of Human Services, funded and supported by the City. The program is monitored through the Office on Youth and staffed and operated in collaboration with the following public and private agencies:

- Community Services Board
- Norfolk Public Schools

- Juvenile Court Services Unit
- Social Services
- The Barry Robinson Center

The Center provides an alternative resource for Norfolk parents whose children could benefit from early identification and intervention with mental health issues. The center operates as a free service to families.

The mission of the Center is to: successfully intervene with children and adolescents who are at risk for, and subsequently obviate the need for, becoming involved with the juvenile justice system. The goal is to: provide a comprehensive system that offers early assessment, strategic resource linkage, and effective case management to children identified with functional and mental health impairment.

An advisory board composed of representatives from the private and public sector provides overall direction and guidance for the Center's operations.

## ***MULTI-SERVICE CENTERS***

### **Berkley**

The Southside Seniors Recreation program at this center continues to increase in numbers and program activities. In August the center served a total of 1,040 seniors. The program at Berkley welcomed the seniors from Diggs Town this month, as their center is being renovated. Activities included: a wellness program, a fashion show, and an end of summer cook out for approximately 100 seniors, their families and friends.

### **Huntersville**

The Tidewater Community College/Huntersville Community Partnership Outreach Center (COPC) is offering free home ownership classes the first Monday of each month. The two-part seminar provides information on credit repair, loan applications and special assistance programs before and after the purchase of a home.

### **Little Creek**

The Health Department's Women, Infant and Children (WIC) at this center received a special certificate of recognition from the Governor's Office. This was part of the WIC's program at this center to celebrate National Breast-Feeding Awareness Month. Information on this program was provided to visitors to the center.

### **Park Place**

On August 15, 2001, the American Red Cross broadened its range of dental care at this center. A dental hygiene clinic is now available once a month for persons who qualify for this dental service. The Red Cross will also be screening these patients for possible restorative work. Plans are underway to increase their Thursday night hygiene and restorative services.

## **LIBRARIES**

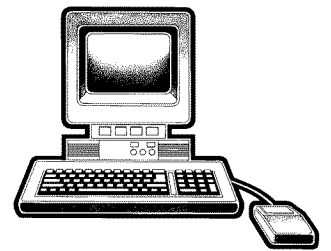
**Treasure Truck Hits the Road.** The Norfolk Public Library's Treasure Truck outreach program hosted a ribbon cutting and "Arthur" festival at the Barron F. Black Homework Center in September. Featured speakers included Norfolk's First Lady Beth Fraim, co-chair of the Norfolk Literacy Council, library trustee chair Ann K. Sullivan, library director Sally G. Reed and members of the local community.

Attendees toured the Treasure Truck, which has numerous programming tools including books, puppets, games, music, crafts and flannel boards, and then went inside for refreshments and "Arthur" fun. Children and parents made "Arthur" library cards, masks and party hats after stopping at the face paint station. In costume, the character Arthur made a special appearance to hug fans and pose for photos.

The Treasure Truck program will be visiting Norfolk pre-schools and daycares, as well as hospitals and recreation sites. Through the use of programming, Melanie Reeves, outreach librarian, aims to encourage early literacy and raise the awareness of the library and its rich community resources. Free books will be given away to program participants and sites visited. Generous grants from the Tidewater Children's Foundation and Verizon have made the Treasure Truck and its program possible.

**Learn a Test: A Valuable New Tool.** Volumes containing various tests such as the GED (high school equivalency), SAT (college boards), and exams for Post Office employment have been among the most requested books in public libraries for decades. Now, thanks to a new online offering at the Norfolk Public Library, librarians have a convenient resource for those seeking tests and practice tests.

"learnatest.com" offers users a practice examination and will score it. Results are scored and recommendations about areas needing improvement and mentioned. Civil service exams and citizenship tests are among those included. "learnatest.com" can be accessed remotely by patrons. It was introduced on the library's homepage, [www.npl.lib.va.us](http://www.npl.lib.va.us) in September.



**Good News for History Researchers.** The Sargeant Memorial Room (SMR) has expanded its hours. This unique local history collection has many materials including many genealogical resources and out of print volumes about Virginia history. An extensive file of photographs, a collection of post cards and a section of area school year books are among the special holdings. Since it is a non-circulating collection, access is especially important.

Located on the mezzanine at Kirn Memorial Library, SMR's new schedule means the collection will be open five mornings each week: Monday-Thursday and Saturday. SMR will continue to be open every afternoon Sunday-Saturday except Friday. Wednesday evening service will continue as well.

**Sargeant Memorial Room Acquires Election Information.** Valuable information about voter registration in Norfolk and the city's elections was recently added to the Sargeant Memorial Room (SMR)'s collection. Eighteen scrapbooks and four textbooks documenting the city's history of voting were among the items forwarded by the voter registrar's office. The elections of mayors and council members dating back to 1924 were included.

*An Examination of Factors Which Contribute to Errors and Omissions in the Polling Place on Election Day*, Ann Washington's doctoral dissertation, contains valuable information, according to Robert Hitchings, primary staff member in SMR. Dr. Washington is the former General Registrar of Norfolk.

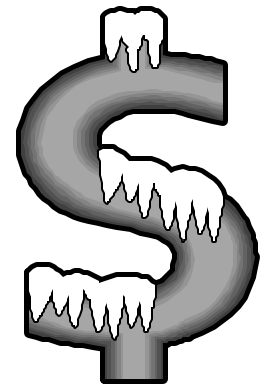
Materials received included James Mathews' *A Study of Virginia Election Laws* and three other volumes. A large selection of newspaper clippings from the *Virginian-Pilot* pertaining to voting and elections from the early 1980's to the late 1990's were gratefully acknowledged by Hitchings, who reported that all the books and papers now have a permanent home at Kirn Memorial Library.

**Freeze the Fines: Warm Up With a Good Book This Winter .** The Norfolk Public Library is dedicated to "Creating a City of Readers." We continually strive to find new ways to reach out to patrons of all ages to encourage a life-long love of reading and regular use of the many free resources available at all of our library locations.

Children of all ages are encouraged to register for their own library card and use it on a regular basis. At times when children return borrowed materials late and incur an overdue fine, the fine can deter or prohibit future library use. While it is important for children to learn to return library materials on time, we want them to continue using the library and enjoy the power of reading and knowledge.

As the winter months approach, and children and families are looking for things to do, we encourage everyone to turn to their local library. Beginning November 13, the Norfolk Public Library will "Freeze the Fines" on all youth and young adult books. No new overdue fines will be charged on any youth or young adult books through March, 2002. We hope this will encourage children to return overdue library materials and continue using the library on a regular basis.

"Freeze the Fines" applies only to youth and young adult books. Videos and audiocassettes are not included. Fines accrued prior to November 13 must still be paid. If books are not returned on time, two overdue notices will be sent by the Library as a courtesy reminder. Borrowed materials may be renewed by phone, in person at any Norfolk library, or online with your library card and PIN.





Although no daily fines will be charged, once a book is overdue for 39 days, the account will be turned over to a collection agency and a \$10 fee will be charged. In addition to the \$10 fee, the patron must return the original item, provide a replacement, or pay the cost of the item. No additional materials may be checked out until the account is resolved.

### ***LIVE @ Your Library***

**Santa's Magic Toyshop.** 10:30 a.m., Saturday, December 1. 'Twas the night before Christmas and Santa Claus and the elves (children from the audience) are ready to spread some Christmas cheer. Suddenly the toys won't cooperate and Christmas might be canceled! With the help of a quick-thinking elf, the toys learn that sharing and caring are the reasons for the season in this holiday play. "Santa's Toy Workshop" is a production by The Richmond Theatre Company. This professional, nonprofit organization tours throughout the Mid-Atlantic offering a unique fusion of entertainment and education. Van Wyck Branch Library, 1368 DeBree Avenue, Norfolk, 441-2844.



**RaJazz.** Thursday, December 6. Bring the entire family to this special jazz program sponsored by the Tidewater Children's Foundation. 7:00 p.m. Horace C. Downing Branch Library, 555 E. Liberty Street, Norfolk. 441-1968. Free.

**Holiday Time!** Saturday, December 8. Young Audiences presents "Music of the People" who will perform musical selections for the holidays. Come ready to sing along in this family program. 1:00 p.m. Kirn Memorial Library, 301 E. City Hall Avenue, 664-7323. Free.

### **NAUTICUS**

**Amistad Visit Successful.** more than 7,500 children (including school groups) and adults toured the Freedom Schooner to learn about the *Amistad's* story during its one-week stay. In addition, hundreds attended the Opening Ceremony, Community Forum on the Legacy of Slavery, and Cultural Heritage Celebration presented throughout the week in conjunction with the ship's visit.



**Looking for a gift with great benefits that last an entire year?  
Why not give a Nauticus membership!**

#### Membership Benefits

- Unlimited admission to Nauticus for a full year

- Free subscription to *Scientific American's Explorations* Magazine and Nauticus' newsletter *Signals*
- One-time free rental of *the Battleship Wisconsin* Audio Tour
- Buy one, get one free discount on the *Victory Rover Naval Base Cruise*
- Discounts in the gift shop, restaurant and participating downtown Norfolk merchants
- Member rates on birthday party packages, summer science camps and facility rentals
- Free parking validation for higher level members
- 25% discount on guests tickets and invitations to special events

Also, ask about our *Millennium membership* program. Four area attractions joined together to present a wonderful opportunity to the community by offering for one price a year's membership to the Virginia Air & Space Center, the Virginia Living Museum, the Portsmouth Museums, and Nauticus.

For further information, please contact Susan Pickworth, Nauticus Membership Coordinator at (757) 664-1014.

**Nautical Nation," a celebration of the cultural and holiday traditions of maritime nations** around the world, will be presented at Nauticus, The National Maritime Center throughout December.

Fun for the entire family, "Nautical Nation" explores the flavor of various nations through song and/or dance, giveaways, and traditional international food available for purchase in The Galley restaurant located on Nauticus' first floor. Plus, visitors will receive information highlighting the maritime heritage of each featured nation.

The "Nautical Nation" schedule is as follows:

**Saturday, December 1; 1 - 2 p.m.**

**Young Musicians of Virginia.** In celebration of the United States, enjoy patriotic and holiday musical selections by various instrumental ensembles including a sax quartet, string quartet, and ensemble choir.

**Sunday, December 2; Wednesday, December 26; Thursday, December 27; Sunday, December 30; 2:30 & 3:30 p.m.**

**Season of the Sailor.** Led by Norfolk native and "maritime minstrel" Bob Zentz, this interactive performance includes traditional international sea chanteys, sea poetry, contemporary nautical ballads, and lively commentary celebrating the life and time of the folkloric sailor.

**Saturday, December 8; 1 - 2 p.m.**

**Chinese Lion Dance.** Learn about the traditional Chinese Lion Dance and Kung Fu basics presented by the Jowga King Fu Association.

**Sunday, December 9; 1 - 2 p.m.**

**Christmas Around the World presented by the Doorway Singers.** Join the Singers as they perform this festive and interactive musical medley!

**Saturday, December 15; 1 - 2 p.m.**

**Greek Annunciation Dancers.** Enjoy a display of traditional Greek dancing.

**Sunday, December 16; 1 - 2 p.m.**

**Rhythms of Ireland.** High-step to the beat of Irish rhythms with Irish step-dancers Debbie Souza and Company.

**Saturday, December 22; 1 - 2 p.m.**

**Mexico.** Enjoy the Mexican sounds of Robin Domingo Y Amigos.

**Sunday, December 23; 2:30 - 3:30 p.m.**

**Kwanzaa.** Learn about the seven principles of this African-American holiday through song or dance.

**Saturday, December 29; 1 - 2 p.m.**

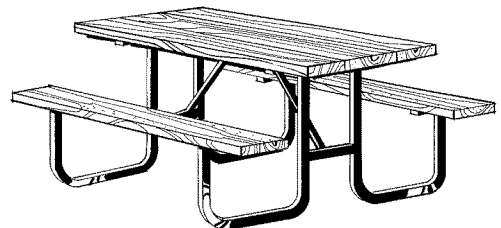
**Atumpan (Talking Drums).** Enjoy drumming, storytelling, dance, and poetry reading in the African tradition led by Corey Simmons.

All events are included with paid Nauticus admission. For more information, please call Nauticus at (757) 664-1000.

## **NEIGHBORHOOD AND LEISURE SERVICES**

**Barraud Park Plans for Revitalization.** Money has been budgeted this year for the revitalization of Barraud Park. Several short-term improvements were completed for the reunions and other special events. The picnic shelter that was damaged in a hurricane/storm last year was replaced, a roof was replaced on one of the existing facilities, the baseball fields were upgraded and interim landscaping was installed around the stage. While these are not all permanent improvements, they were done to begin to address the needs for better use of the park.

The City is working with the Barraud Park and Revitalization Committee and the broader neighborhood to develop a plan for the expenditure of the budgeted funds. Top priorities already identified are the repair of the amphitheater, the renovation of the rest rooms and landscaping for the entrance to the park, all of which will meet or exceed ADA standards. Work will commence mid to late November. The work on the amphitheater will take longer as an engineering study must be accomplished prior to the commencement of renovation.



## Norfolk Recreation Advisory Commission 2002 Proposed Meeting Schedule

**January 10-**12:15 p.m.; 501 Boush Street, Norfolk

**February 14-**12:15 p.m.; Fairlawn Recreation Center, 1410 Kempsville Road

**March 14-**7:00 p.m.; Bayview Recreation Center, 8613 Willow Terrace

**April 11-**12:15 p.m.; Norview Community Center, 6800 Sewells Point Road

**May 9-** 12:15 p.m.; Tarrallton Community Center, 2100 Tarrallton Drive

**June 13-** 12:15 p.m.; Captain's Quarters, 800 Little Bay Avenue

**September 12-** 12:15 p.m.; Merrimack Recreation Center, 8809 Monitor Way

**October 10-** 12:15 p.m.; Huntersville Community Center, 830 Goff Street

**November 14-** 12:15 p.m.; Park Place Community Center, 606 West 29<sup>th</sup> Street

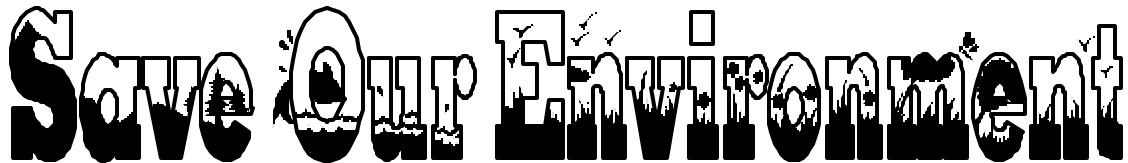
**December 12-** 7:00 p.m.; Berkley Community Center, 121 Liberty Street

## NORFOLK ENVIRONMENTAL COMMISSION

### *Attention all Friends of Norfolk's Environment:*

The Norfolk  
Environmental  
Commission  
(NEC)

currently has



board member openings and on several key subcommittees. This is important community work for developing positive stewardship of our natural resources, preventing litter and pollution and reducing waste. The NEC is an advisory Commission to the City Council with the mission "To lead citizens towards environmental stewardship".

In particular, the Commission needs individuals who have a good sense of environmental priorities for neighborhoods. Regular meetings are every other month, and there is much flexibility for joining subcommittees or other projects. Board Terms on the Commission last for three years and require completion of an application with the City Clerk's office. Appointment to a subcommittee require approval only by the NEC. For more information, contact John Deuel at 441-1347 or Chairman Jim English at 683-6010 or Vice Chairman Willie Barnes at 625-3224.

**Kids Holiday Workshop.** The Norfolk Environmental Commission will be hosting a "Kids' Holiday Workshop" on Saturday, December 8 from 10am-2pm. Kids will be able make presents and cards for the holidays at no charge. Goodies will be provided. Children must be accompanied by an adult for the duration of their stay.

**60 Receive Norfolk Environmental Action and Beautification Awards.** The Norfolk Environmental Commission hosted its annual awards ceremony on Saturday, October 13<sup>th</sup>, outside at the Ernie Morgan Environmental Action Center. Among the presenters were The

Honorable Paul Fraim (Mayor of Norfolk), A. James English (NEC Chairman), Dawn Alleman (Virginia Cooperative Extension), Willie Barnes (NEC Vice-Chair), and John Deuel (NEC Executive Director). The Norfolk Beautification Committee awarded 5 businesses with their highest honor, the Quality Landscape Award. Recipients were American Funds Group, Children's Hospital of the King's Daughters, Lombart Instrument Group, Old Dominion University, and Sentara Corporate Office. These businesses were accorded this honor for their intentional efforts at making Norfolk beautiful.

Environmental Awards of Excellence were given out to those groups and individuals that have made significant contributions to the promotion of environmental conservation in Norfolk. The 4 recipients of the award were Five Points Partnership, Rebecca Plate & Citizens for Stumpy Lake, Norfolk Environmental Crimes Unit, and Lewis "Jay" Taylor, of Wetlands Watch. The most prestigious award, the Ernie Morgan Award of Service, was presented to the Norfolk Rotary Club. The Rotary Club has shown outstanding stewardship of Norfolk's environment by raising funds to place 111,264 bushels of oysters into Craney Creek on Elizabeth River and Tanners Point on Lafayette River, in an effort to establish oyster reefs at those areas.

## **PARKING**

**Traffic Calming Measures.** The North Colley Avenue Business Association has requested that the Division of Transportation investigate installing marked parking lanes on Colley Avenue from 26<sup>th</sup> Street to the Lafayette River Bridge. The businesses hope that the parking lanes will provide traffic-calming measures, decrease traffic speeds and better organize parking for their patrons. They are also hopeful that the on-street parking lanes will encourage business growth in the area. The parking lanes are proposed only on those sections of Colley Avenue that already permit on-street parking. In order to maintain the smooth flow of traffic on Colley Avenue, parking regulations will remain posted near signalized intersections.

Staff are also implementing traffic calming measures on Thole Street. Residents at a recent Suburban Acres Civic League voted to install gateway entry treatments and marked parking lanes along the 300-600 blocks of Thole Street. The first phase, installation of marked parking lanes, will be completed within the next 30 days.

## **POLICE**

**Crime statistics** recorded under the Incident Based Reporting system for the year-to-date through September reflect an 8.54 percent decrease in crime, with all crime categories reporting decreases. In the violent crime categories the following decreases are recorded: homicide, -38.89 percent; rape, -4.27 percent; robbery, -7.29 percent; aggravated assault, -12.36 percent; and non-aggravated assault, -4.76 percent. Decreases recorded in the property crime categories are as follows: burglary, -17.81 percent; larceny, -3.32 percent;

auto theft, -30.66 percent; and arson decreased 25.00 percent. Month-to-month comparisons (September 2001 compared with September 2000) reflect a 12.85 percent decrease in crime.

Statistical information submitted at the first of the month (in this report) is classified as “reported” crime. Later in the month, when the department’s workplan report is submitted, the statistics submitted will indicate “actual” crime, which is determined after incidents of reported crime have been investigated, reclassified, or unfounded.

**Youth Advisors Bring Fresh Input to Departmental Operations.** The first meeting of the Norfolk Police Department’s Youth Advisory Board was held on November 9. Police Chief Melvin C. High originated the idea as a way of improving relationships between police and youth. “The interaction will also assist youth in their growth and development,” Chief High said.

Fifteen young people, representing the city’s public high schools, comprise the advisory board. They will channel their input to the police department through the five School Resource Officers (SROs) that are assigned to their respective schools.

The young board members will facilitate understanding of truancy laws, curfew requirements, neighborhood concerns and other issues among their peers.

Corporal Trevior Spivey of the department’s Crime Prevention Unit is the coordinator of this program; he presented training objectives to the youth at the inaugural meeting.

The occasion also provided an opportunity for the youth to mingle and get to know the representatives from other schools.

**Youth Advisory Board  
Members are:**

**Lake Taylor:** Amanda Glover, Marvin Golden, Crystal Parker

**Granby:** Melissa Compton, David Yancey, III, Rashad Ferebee

**Maury:** Ben Miller, Carolyn Mayor, Carolyn Anglin

**B.T. Washington:** Veronica Rawson, Tasia Davies, Kentrell Kearney

**Norview:** Terri Rawson, Ryan Turner

**At-Large (Ocean View area):** Kristen Patricio

## **PUBLIC HEALTH**

**Environmental Health Services.** During the month of August, the Bureau of Environmental Health conducted 3,228 inspections and provided 8,846 services. Environmental Health responded to 835 citizen complaints, issued 1,575 Notices of Violation and abated 835 cases. There were 22 court actions initiated and 32 properties were referred for abatement by the city. Over 500 inspections were conducted at permitted operations monitored by the health department.

A total of 783 food handlers attended food service training and obtained food service cards. A total of 24 Food Services Managers were nationally certified by the health department.

In the Vector Control Program the division provided over 12,271 services throughout the community. Vector Control treated 6,573 areas and obtained 851 samples for laboratory analysis.

## **PUBLIC WORKS**

### **VDOT Safety Improvement Program—Five Points Intersection Improvement Project.**

The Virginia Department of Transportation (VDOT) recently approved the inclusion of the Five Points Intersection improvement project in the State's Six-Year Development Plan, FY01-02.

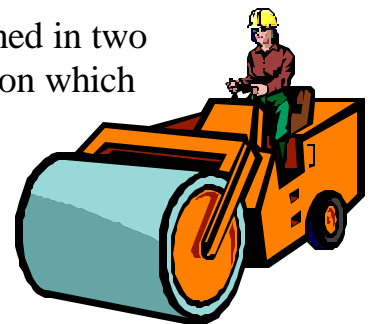
The Five Points Intersection Improvement Project is comprised of the intersections of Sewell's Point Road, Chesapeake Boulevard, and Norview Avenue. This project consists of improving the signing and pavement markings throughout the intersection in an effort to provide for increased safety and clarity.

The estimated cost of the project is \$122,016. Funding participation under the safety improvement program is 90 percent federal (\$109,814) and 10 percent local matching funds (\$11,958). The City may elect to use its Urban Allocation to cover the required 10 percent match. This obligates the City to a match of 2 percent of the 10 percent Urban Funds, which is \$244.

**Military Highway Construction Projects.** The pending widening of Military Highway at Lansdale intersections in the VDOT 6-Year Plan will impact several businesses on the west side. Current plans call for an at-grade widening in 2006 and a possible flyover between 2020-2025. The road detour during construction will impact businesses and also eliminate several of them. VDOT would purchase the land in 2006 in preparation for the construction of the flyover; however, businesses would be able to lease the property back and operate during the interim period for 20-25 years. Some of the parcels of land will be able to be redeveloped; others will not.

## **PROJECT UPDATES**

**Resurfacing of Powhatan Avenue** and other nearby streets are planned in two phases. Phase one began on October 1. It involves resurfacing streets on which utility lines were recently replaced. This resurfacing will be accomplished over the next few weeks. Phase two is planned for next spring, under the City's resurfacing program. Sewer repairs are scheduled over the winter and must be completed prior to the resurfacing.



**Ocean View Avenue Paving.** The contractor, Asphalt Roads, began resurfacing East Ocean View Avenue last week. The milling (removal of existing pavement layer) started at 6th Bay Street and ends at Beachview Street. Paving operations are scheduled to begin shortly, weather permitting. For traffic control, each day after the milling operation is completed, two solid yellow lines are painted to define the center turn lane in the milled section. Reflectors will be used as controls on the finished asphalt until the permanent markings are down. Permanent pavement marking installation may be delayed due to weather conditions. The target completion date is the first week of November for the paving, with thermoplastic pavement marking by mid-November.

## **DIVISION OF WASTE MANAGEMENT**

**Phone Doctor Training.** As City and Department representatives, Waste Management's support technicians currently make about 600 resident contacts per day. To ensure that each resident receives a positive impression of the City, it is imperative that the quality of interactions be as high as possible. To achieve this level of service, the support technicians are currently participating in the Department of Communications' Telephone Doctor training program. Developed by the City's Citizen Assistance Call Center, the program focuses on establishing the highest level of phone etiquette among employees throughout the City who handle phone calls.

Sessions include: "Incoming Calls" – improving the performance of call recipients by identifying inappropriate procedures and providing effective alternate techniques; "Determining Caller Needs" – becoming a more effective listener and effective questioning skills; and "From Curt to Courteous" – the tools of non-visual communication – how voice, tone, and listener's imagination create an instant impression on the caller, and understanding and being understood. Future sessions will include: "The Five Forbidden Phrases"; "The Four Cs of Coaching Skills"; "Six Cardinal Rules of Customer Service"; "Proactive Customer Service"; and "How to Treat Every Caller as a Welcome Guest".

**Internet Collection Requests.** In August, the Division of Waste Management received 532 internet requests for special waste collections. Collection requests are leveling off after an extremely busy summer.

## **DIVISION OF TOWING AND RECOVERY**

**Activity.** The Division of Towing and Recovery removed 549 vehicles during the month of September. Vehicles were removed from City streets for the following reasons:

- Forty-three (43) vehicles had been abandoned;





- One hundred forty-six (146) nuisance vehicles were removed from neighborhoods;
- One hundred five (105) stolen vehicles were recovered; and
- Two hundred fifty-five (255) vehicles were removed at the Police Department's request.

## NEIGHBORHOOD NEWS

**Pretty Lake Dredging Meeting.** On September 5, Public Works held a very successful community meeting on additional dredging of Pretty Lake. Sixty residents attended the meeting. Local representatives on hand included: Councilmen Winn and Wright, Senator Rerras and Delegate Drake. Public Works Director John M. Keifer kicked off the meeting by giving a history of the project, the current status of spot work and channel markers, and explained the process for further dredging. The meeting then broke into focus groups to discuss the permitting and dredging of the ancillary channels. Public Works will continue to work with residents to assist ancillary groups through the permitting process.

**Titustown Recreation and Visual Arts Center Ground Breaking.** On September 14, crews began to make way for Titustown's new Recreation and Visual Arts Center. Public Works will supervise demolition of the old building and construction of the new 22,500 square foot center. The new center will include a gymnasium, computer laboratory, multi-purpose room, game room, 4 art studios, senior's room and staff offices.

The project's General Contractor is JD&W Inc. The Center will represent an over 3 million dollar investment in the City's infrastructure. Construction is scheduled to be complete by December 2002.

## UTILITIES

**CIP Update.** The sewer pump station located at the intersection of Robin Hood Road and Birch Street, adjacent to Sherwood Forest Elementary School, will be replaced beginning this spring. Replacing the pump station will improve the reliability of the sewer service and reduce the chances of sewer overflows in the area it serves.

Design is nearing completion and construction bids for this project should take place late this winter. The actual construction should begin in early 2002 and is estimated to cost approximately \$860,000.

The sewer pump station was built in 1956 and serves residences and businesses in the Sherwood Forest, Overbrook, Sherwood Heights, East Coleman Place, and Pennsytown neighborhoods.

**Granby Municipal Building Renovations Begin.** In an effort to improve the level of service provided to our customers, the Department of Utilities is undertaking renovations at our Granby Street offices. The renovated customer service area will provide our customers with:

- additional bill payment windows,

- a greater level of privacy for setting up new accounts, handling special payment situations, or obtaining information,
- a full time representative to help customers with LifeLine and other available bill assistance programs.

Sunbay Contractors began the construction on the customer service area in October, and this phase of the project is expected to last about 4 months.

There will also be renovations to parts of the second floor offices to improve efficiency and provide better customer services. That phase will take an additional four months.

Customers are being notified of the change through ads in the newspaper, flyers and posters.

**Lifeline Update.** Lifeline offers financial support to eligible Norfolk water customers for assistance with their Hampton Roads Utility Bill and plumbing repairs. Increased outreach efforts have been successful at helping to ensure that those residents in need of assistance have access to information about this valuable resource.

- Training workshops were held with Customer Service employees at Norfolk Utilities, HRSD, and Human Services. This has lead to a higher number of Lifeline referrals.
- Articles about Lifeline have been printed in both The Virginian-Pilot and the Civic Connection. Lifeline will soon be advertised in the Compass and Norfolk Quarterly.
- Lifeline information packets are being provided to customers who receive late payment door-tag notifications.
- In the month of November, Lifeline information will be mailed to Norfolk churches.
- Lifeline brochures will soon be available in customer service areas at Norfolk Utilities, HRSD, and Human Services multi-purpose centers.



As a result of increased public information, the number of applications submitted increased 133% between July and September, from 60 to 140.

**8” Shortage of Annual Rainfall.** The total reservoir storage for Norfolk’s drinking water reservoirs is 72%, 7% below the 25-year historical average for this time of year, The region is 8 inches below its average yearly rainfall with no prediction of significant rainfall in the near future, On November 13<sup>th</sup>, Utilities began pumping water from its four deep wells in Suffolk, This adds 16 million gallons a day to Norfolk’s reservoir system, If the wells run for an extended period, customers may notice a slight change in the water’s taste and smell,

Utilities is monitoring the reservoirs closely and will continue to keep Council abreast of the situation.

## **VIRGINIA FIRST CITIES**

The Virginia Municipal League (VML) Annual Meeting was held in Virginia Beach this week. The Virginia First Cities meeting and lunch was held on Tuesday. On behalf of the Mayor, Council member Hester provided a welcome to elected officials attending the luncheon meeting. Council member Barclay Winn and Sterling Cheatham also attended. Norfolk will host the VML annual conference next year.

Virginia First Cities continue to try to ensure the legislature understands the unique needs of older, urban areas such as Norfolk. Membership includes: Richmond, Charlottesville, Danville, Roanoke, Norfolk and nine other urban cities.

This was the first meeting of the Coalition that involved a direct role for local elected officials. Elected officials were asked to support the policy goals of the Coalition, which are to:

1. Modernize and restructure the tax system at the state and local levels.
2. Return a percentage of the state income tax to local governments using a formula based upon wage location, residence, and a uniform base amount.
3. Increase State funding for the Standards of Quality and correct the disparities in the composite index.
4. Repair funding formula inequities for street maintenance and HB 599 (Local Law Enforcement Support).
5. Return funding responsibility to the State for jails, health, social services, courts, CSA, mass transit, and constitutional officers.

They were also asked to approve a proposed structure to pursue these and other policy changes at state level that promote the agenda of Virginia First Cities. One elected official from each City would be appointed to act as a policy oversight group to develop and steer the agenda for the Coalition. By voice vote VML member attendees at the luncheon approved both matters.

## **Cities Report Change in Financial Conditions Since September 11**

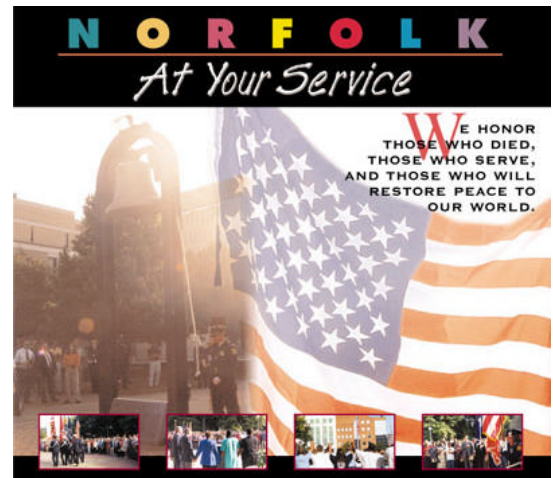
Comparing the local situation today to the local situation on September 10, what has changed?

<b>Strength of Local Economy?</b>	<b>All cities %</b>	<b>Cities over 100,000 population %</b>
Weakened local economy	41	59
Not much change	58	41

Stronger local economy	1	0
<b>Municipal Revenues?</b>		
Decreased revenues	31	50
Not much change	69	50
Increased revenues	0	0
<b>Public Safety Spending?</b>		
Decreased	0	0
No change	69	46
Increased	31	54
<b>Public Confidence?</b>		
Weakened	28	36
No change	54	42
Strengthened	18	22

## WEBSITE

*NORFOLK'S VOICE* ... a condolence book was created on the City's website, so visitors could express their thoughts to the victims, families rescuers and residents of the areas attacked by terrorists on September 11<sup>th</sup>. Joining us in offering their heart felt prayers for the victims and their families are people from 7 countries, 12 states, all Hampton Roads cities and others from Richmond, Roanoke, Durham, Jonesborough and northern Virginia. Our website reaches an audience from far and wide. You may read the messages at [www.city.norfolk.va.us/comments](http://www.city.norfolk.va.us/comments).



## ZOO

**Swing Into Scouting at the Zoo.** The Virginia Zoo's ever-popular Scout Snoozes and Badge in a Day Programs are beginning to fill up fast! Earn a Scout badge while getting up close and personal to nature. Activities including meeting live animals, a flashlight tour, a visit behind the scenes, wildlife games and a make and take craft. A memorable evening Scouts won't forget. Also offered is the Badge in a Day program. Call 626-0803 to register today.

In honor of the 2002 Girl Scout "Swing Into Action" cookie sale, the Virginia Zoological Society, along with the Girl Scout Council of Colonial Coast & Little Brownie

Baker, invites Scouts of all ages to participate in an African Animal Mask Making Contest. Your entries must be displayed for our Zoo visitors to enjoy. Drop off your entry at 3500 Granby Street by February 16<sup>th</sup>, 2002 or contact your local Girl Scout office or call the education department at 626-0803.

Visit the Zoo's web site at [www.virginiazoo.org](http://www.virginiazoo.org) to register!

## IN THE COMMUNITY

---

### **SOUTHSIDE COMMUNITY HONORS SOUTHSIDE BOYS AND GIRLS CLUB EXECUTIVE DIRECTOR ELWOOD "COACH" WILLIAMS**

Elwood "Coach" Williams, the first and only Executive Director of the Southside Boys and Girls Club was honored with an Appreciation Banquet on November 3. The theme of the affair was "Striving for Excellence in the Community".

"Coach" as he is affectionately called has dedicated the past 28 years helping youth of Southside by providing a safe haven for them to study, learn and play. He has been instrumental in rescuing hundreds of kids from the streets that would otherwise succumbed to the influence of drugs and alcohol. Coach Williams' "Stay in School Program" has allowed troubled students to be able to keep up with class work while on suspension from their home school; thereby, preventing a number of youth from dropping out of school.

Coach Williams has been the recipient of many national, state and local awards. Among his awards include the prestigious Lewis W. Hines Award received last year in New York City for his work with youth. Other recipients of this award have been Senator Hilary Rodham Clinton, Tipper Gore and Oprah Winfrey.

The Beacon Light Civic League and the Southside community are joining forces to host a "long awaited and much deserved" special recognition affair as stated by league president, Kenneth Alexander. City officials, Boys and Girls of America representatives, youth, local churches, business leaders and special interest groups will be on hand to comment on the tireless and unselfish service of Coach Williams.

## FESTEVENTS

**Festevents Received 3 Pinnacle Awards.** From the International Festival and Events Association (IFEA) for the 2001 event season. IFEA, a worldwide organization of festival and event organizers, recognizes outstanding examples of special event promotions with its Pinnacle Awards. This year the awards were announced during a "virtual" awards ceremony online on October 6. Festevents was awarded a gold award for the *Most Creative/Effective News Stunt* (see



below) for a promotion during the Bayou Boogaloo. Two bronze awards were received for best press/media kit for the summer season and best promotional brochure with four or more colors for the Harborfest brochure.



**Curious about the “stunt?”** It was the announcement that “the rain” would be coming to Town Point Park for the Bayou Boogaloo. With scatter showers and heavy downpours forecast, Festevents issued a press release and called the on-duty meteorologists at the three local television stations. Two of the meteorologists played along and led their Noon newscasts with “late breaking news.” In addition, the ABC affiliate put the “bulletin” on their website, and the NBC affiliate sent their meteorologist out to the park for their 5, 5:30 and 6 p.m. newscasts to report on whether or not “the rain” was in attendance. The biggest promotion came from the daily newspaper, which ran a story in the Metro section on Saturday about the “announcement.”

## **AZALEA FESTIVAL NEEDS AUCTION DONATIONS!**

Plans are well underway for the 49<sup>th</sup> International Azalea Festival, which is scheduled for **April 22-28, 2002**. It is the mission of the International Azalea Festival to recognize the importance of the military community in general and the North Atlantic Treaty Organization in particular. It is also the purpose of the Festival to provide the citizens of Norfolk and Hampton Roads with a spring celebration that highlights the beauty of our community and its benefits as a world center of trade.

GREECE has been chosen as next year’s Most Honored Nation. We are working closely with their Embassy and the Supreme Allied Command Atlantic (SACLANT) as we develop the quality events for the week.

Prior to all of the week’s festivities however, we must work diligently to raise funds in order to cover the expense of bringing this educational yet festive program to the citizens of Hampton Roads. You can help! One of our biggest and most successful fundraisers is the annual auction...we need donations! The auction is scheduled for Saturday, January 12, 2002 and will be held at Hits At The Park. There will be both a silent and live auction so all donations will have a place in our list of lots. If your donation is valued at \$250 or more you will receive two tickets for free admission to the auction. Thank you for your support of Norfolk’s International Azalea Festival! Please contact by email with your contribution [rbaucom@azaleafestival.org](mailto:rbaucom@azaleafestival.org).

## **INITIATIVE FOR A COMPETITIVE INNER CITY UPDATE**

The Initiative for a Competitive Inner City (ICIC) is a not-for-profit organization founded by Michael E. Porter, a Harvard Business School Professor. The goal of ICIC is to spark the revival of inner cities by bringing market-based approaches to economic

development in distressed areas. Its mission is to help inner cities create jobs, income and wealth for local residents. ICIC focuses on market opportunities and believes that local businesses, corporations, government and community-based organizations should all play a crucial role in creating a dynamic inner-city business environment. The Hampton Roads Chamber of Commerce is currently pursuing this initiative. They have met with key business leaders to enlist their support for private sector funding and hope to move forward by the end of the year.

## **THINGS TO SEE AND DO**

---

**The Recreation Division, Lakewood Dance and Music Center presents:**

### **Dance Magic**

December 15, 2001

Harrison Opera House

\$8.00- General admission

6 PM

Call 441-5833 for further information.

## **BOTANICAL GARDEN**

Norfolk Botanical Garden will be aglow with the brilliance of the holiday season during the 8<sup>th</sup> Annual Garden of Lights, November 23-December 30, 2001 from 5:30 to 10 p.m. nightly. This holiday festival includes more than 500,000 twinkling lights along a 2.5 mile route through the Garden. See the four seasons come alive, with flowers, waterfalls, garden animals and more. Drive through the Garden's wonderful winter wonderland with toy soldiers, a gingerbread house, and of course, Santa and his reindeer.



Proceeds to benefit the Norfolk Botanical Garden Society, a non-profit organization. Costs to ride through Garden of Lights is \$8 per car Sunday through Thursday and \$10 per car Friday and Saturday. Group tours are welcome. For more information call 441-5830, ext. 12. Horse and carriage rides are available December 2, 5, 6, 9, 12, 13, 16, 19, 20, 23 and 30. Cost for horse and carriage rides is \$35 per person. For reservations, call (757) 441-5830, ext. 12. Ride an open tram through the light show, cost is only \$5 per person. Call the Garden at 441-5830 ext. 12 for reservations. Dress warmly!

### **Gift Shop Open House**

**December 1, 9 a.m.-5 p.m.-December 2, 12-5 p.m.**

Just in time for the holidays! There's something for everyone on that holiday gift list at the Garden Gift Shop. From fun and fashionable to specialty coffees and teas to that unique gift for that gardener in the family. Free admission, members will receive an additional 10% discount. For information, call (757) 441-5838.

### **Build a Holiday Cookie House**

**December 1, 9:30-10:30 a.m. or 12:30-1:30 p.m.**

**NBG members \$6 and \$10 for non-members**

You'll use graham crackers to build our version of a gingerbread house. This sweet tasting construction project is a great way for families to kick off the holiday season. This activity is appropriate for ages five and up. Pre-registration is required. To register, call 441-5838.

### **Make Your Own Nature-Printed Holiday Crafts**

**December 1, 10:45-11:45 p.m. or 1:45-2:45 p.m.**

**NBG members \$10 and \$12 for non-members**

Use leaves, nuts, shells, and fish to create your own printed designs on holiday cards, wrapping paper, and ornaments. This activity is appropriate for ages 5 and up. Call 441-5838 to register.

### **Catch the Polar Express!**

**December 1, 4-5:30 p.m.**

**NBG Members \$6 and \$8 for non-members**

Come for the reading of The Polar Express and then take a ride on the Garden's "Polar Express" for a special narrated tour for children through the Garden of Lights display. This activity is planned for parents to accompany their children. Call 441-5838 to register.

## **ZOO**

**Wild Bunch (6-8 year olds) – *Adventure Time: 10:15 am – December 1st: Now Listen Here!* (Note: parents do not have to accompany child); January 5<sup>th</sup>: *Revel in Raptors***

**Cub Club (2-3 year olds - accompanied by an adult) – *Adventure Time: 10:30 am December 5<sup>th</sup> and 17<sup>th</sup>: Lizards, Llamas & Leaves.***



**Zoo Tots (3-5 year olds – accompanied by an adult) – *Adventure Time*: 10:30 am - December 15<sup>th</sup> – *Now Listen Here!* January 19<sup>th</sup>: *Revel in Raptors***

**Preschool Discovery Club (3-5 year olds – accompanied by an adult) - *Adventure Time*: 10:30 am. December 11<sup>th</sup>: *Amazing Amphibians!* January 8<sup>th</sup>: *Rockin' Reptiles***

***Paper Tigers – All-New Holiday Craft Program!* Always searching for that holiday gift that's fun and creative (also environmentally friendly)? Bring your kids to the Virginia Zoo for a gift-making extravaganza. You'll have fun making wildlife inspired gifts like animal ornaments and one-of-a-kind wrapping paper. We'll also give you tips on other ways to keep the holidays wildlife-friendly! December 12<sup>th</sup> – 10:00 a.m. – 3-5 year olds. December 15<sup>th</sup>: 12:00 – 2:00 pm – 6 year olds and up!**  
**Cost includes one adult and one child.**

***Young Ecologist Club (9-12 years old):* You're never too young to learn about conservation and what you can do to help our earth's precious resources. *Adventure time*: 2:00 p.m. – December 9<sup>th</sup>: *Scavenger Hunt: Find Clues* throughout the Zoo about endangered wildlife!**

***Wizard's Wildlife (8-12 years old):* December 1<sup>st</sup> and January 26<sup>th</sup> only: Does your child dream of attending a school for wizards? Well, we don't provide broomsticks, but the Virginia Zoo is the best place to find owls, snakes, spiders and frogs! Explore the common myths and legends about these animals and get to meet them up close and personal! *Adventure time*: 1:00 p.m.**

Scout Snoozes and Badge in a Day Programs offered – spaces fill up quickly, so call 626-0803 to register and learn more about our exciting, unique opportunities!

Bring your children to our exciting fall animal adventures at the Virginia Zoo! We have many great family-friendly programs to choose from this year, something for everyone in the family. A portion of all registration fees goes toward the Zoo's conservation fund. You must pre-register in order to participate by calling 626-0803 or visit our website at [www.virginiazoo.org](http://www.virginiazoo.org).

Cub Club (2-3 year olds - accompanied by an adult) – *Adventure Time: 10:30 am Alphabet Soup Series: Turkeys, Tigers & Turtles - November 19<sup>th</sup>. December 5<sup>th</sup> and 17<sup>th</sup>: Lizards, Llamas & Leaves*

Zoo Tots (3-5 year olds – accompanied by an adult) – *Adventure Time: 10:30 am - December 15<sup>th</sup> – Now Listen Here!*

Preschool Discovery Club (3-5 year olds – accompanied by an adult) - *Adventure Time: 10:30 am. December 11<sup>th</sup>: Amazing Amphibians!*

*Young Ecologist Club (9-12 years old):* You're never too young to learn about conservation and what you can do to help our earth's precious resources. Adventure time: 2:00 p.m. – *December 9<sup>th</sup>: Scavenger Hunt: Find Clues throughout the Zoo about endangered wildlife!*

*Wizard's Wildlife (8-12 years old):* December 1<sup>st</sup> and January 26<sup>th</sup> only: Does your child dream of attending a school for wizards? Well, we don't provide broomsticks, but the Virginia Zoo is the best place to find owls, snakes, spiders and frogs! Explore the common myths and legends about these animals and get to meet them up close and personal! Adventure time: 1:00 p.m.

## **HELPFUL INFORMATION**

---

### **THE HAMPTON ROADS METROPOLITAN MEDICAL RESPONSE SYSTEM**

Being prepared for a terrorist incident can mean the difference between life and death. A terrorist attack using chemical, biological, nuclear, or explosive weapons of mass destruction could result in hundreds or thousands of casualties. The U.S. Public Health Service, Department of Health and Human Services, has been appointed to assist local governments of over sixty specific areas, including the Hampton Roads Region, in planning and developing a Metropolitan Medical Response System.

**Mission:** To develop and sustain a comprehensive medical operational response capability for the Hampton Roads communities to the consequences of Weapons of Mass Destruction

terrorist acts.

**Q. What is a Metropolitan Medical Response System?**

**A.** A Metropolitan Medical Response System (MMRS) is a process to respond to the health and medical consequences of a terrorist incident involving the use of weapons of mass destruction.

**Q. What does the Hampton Roads MMRS Plan include?**

**A.** The MMRS Plan addresses emergency medical needs in the aftermath of a terrorist attack during the first 24 hours or for as many as 1,000 victims, including procurement and provision of appropriate pharmaceuticals, equipment, and supplies. The Plan includes many procedures, such as command and control; notification and alert; crime scene security; management of public affairs; centralized communication control; management of medical personnel, supplies and equipment; patient tracking; laboratory support; and crowd control. Strategies have been developed for the movement of patients to other areas of the region or nation in the event that local health care is insufficient.

**Q. Who developed the MMRS for Hampton Roads?**

**A.** Over the last two years, the cities of Chesapeake, Franklin, Hampton, Newport News, Norfolk, Poquoson, Portsmouth, Suffolk, Virginia Beach and Williamsburg and the counties of Gloucester, Isle of Wight, James City, Southampton, Surry and York joined together and developed this regional plan. The MMRS Steering Committee participants included personnel from local law enforcement, fire departments, Haz-Mat, EMS, hospitals, pharmacies, public health departments, emergency management, communications departments and mental health groups.

**Q. Are state and federal agencies involved?**

**A.** Yes, many state and federal agencies have participated in developing the Plan and have a role in the MMRS, including the Virginia Department of Emergency Management, the Virginia National Guard, FBI, FEMA, Centers for Disease Control and Prevention, and military bases and hospitals.

**Q. Who is paying for the MMRS?**

**A.** The U.S. Public Health Service has contracted with Hampton Roads for \$1.2 million to develop the plan and buy pharmaceuticals and equipment to assist in its implementation.

**Q. Who will maintain the MMRS Plan and keep it up-to—date?**

**A.** The Tidewater Emergency Medical Services Council, Inc., (TEMS) in conjunction with the Peninsula Emergency Medical Services Council, Inc., (PEMS) will oversee the maintenance of the Plan. The MMRS Program Manager will be responsible for sustaining the communications resources; replacing supplies; disposable equipment, and expiring medications; and providing basic MMRS training resources. The Plan is a dynamic

document and will be continuously assessed and updated.

**Q. Want more information?**

**A.** A 14-minute video entitled “Prepared for Terrorism: Hampton Roads Metropolitan Medical Response System” is available for check-out in all central and branch libraries in Hampton Roads. The HRPDC, in cooperation with WHRO, produced this video to inform citizens about how the region is prepared to handle the medical and health consequences of a terrorist attack.

**Contacts:**

**Nancy Collins**

Deputy Executive Director, Administration  
Hampton Roads Planning District Commission  
420-8300

**James Chandler**

Executive Director  
Tidewater Emergency Medical Services Council, Inc.  
446-5179